



EMC Service Event Packs

A flexible purchase option designed to meet your dynamic business requirements

EMC® Service Event Packs streamline the purchase of selected EMC services. With this innovative purchase option, you can meet your business requirements—without having to open a new purchase order for each point-service event—easing procurement costs and reducing time to service.

The Big Picture

- Simplify the procurement process and reduce administrative expenses
- Forecast and allocate budget for service events requirements
- Speed time-to-service by eliminating procurement and purchase order-related delays
- Increase your investment with a prepaid option

How Service Event Packs work

Working with your EMC account team, you forecast your needs and establish an account with purchased credit toward non-warranty and maintenance event services. This enables you to decrement the account as you use services—quickly and efficiently.

When you need service, simply call EMC Customer Service and indicate your account number and the service you would like to purchase. A quote is provided for each service event. There is no need to open multiple purchase orders for services.

EMC Service Event Packs ease the administrative tasks associated with the purchase process and reduce the time to service, helping you meet budget and business requirements with the confidence that you are backed by world-class EMC customer service.

Included services

The following selected services are available for purchase through an EMC Service Event Pack for delivery by EMC or our Authorized Services Network partners:

- **Installation and De-installation:** Expert installation or de-installation of your EMC storage array components and cabinet.
- **Configuration Changes/Change Control:** Proactive research, planning, and orchestration of all changes to your EMC environment—ranging from microcode upgrades to changes as part of comprehensive data center relocations.
- **EMC Customer Engineer Standby:** EMC designates a Customer Engineer for support during self-implemented equipment moves, upgrades, or changes to provide technical product-specific support if needed.
- **Recertification:** Recertify your off-warranty or maintenance EMC storage array and return-to-EMC support services. EMC Recertification Service ensures your storage system components are up to date with the code levels to maximize storage availability and prepare for resumption of EMC Maintenance Services.

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- **Onsite Knowledge Transfer:** Refresh your knowledge or provide new storage team members with an overview of your EMC storage array features and usage tips.
 - **Connect-Home Configuration:** Reconnect your EMC array to proactive, preemptive EMC Customer Service or services to configure the new EMC Secure Remote Support Gateway.
 - **Site Audits:** Comprehensive inventory of your environment provides system templates detailing cable layouts, host connection, port assignments, and storage allocations.
 - **Non-EMC Product Resolution:** Isolate and resolve problems related to EMC and non-EMC products in multi-vendor environments.
 - **Product Misuse Resolution:** Expert resolution of EMC hardware and software issues as the result of accident, error, or other damage by your staff.
 - **EMC Certified Data Erasure Services:** Onsite or remote disk security services to enable compliance, increase security, and mitigate risk. EMC Certified Data Erasure uses DOD-compliant methodologies to overwrite your information at the drive level and provides certification of completion.
 - **EMC Disk Retention:** Maximize your information safety and compliance with EMC Disk Retention Service. This service enables the retention of all drive media at your site for your subsequent storage and disposal.

Ask your EMC representative about other services available in an EMC Service Event Pack.

Other financing options available from EMC Global Financial Services

EMC OpenScale®: EMC offers customized financing options through EMC Global Financial Services for qualified customers. OpenScale aligns storage budgets with actual storage consumption and is ideal for companies with growing, multi-terabyte installations and complex purchasing processes.

EMC Financing: EMC offers the industry's most competitive and flexible leasing solutions to help you acquire our industry-leading hardware, software, and services. EMC will work with your preferred independent lessor to help you procure the solutions you need while enjoying one-stop shopping.

EMC Global Services: Accelerate information lifecycle management

EMC Global Services delivers results to our customers throughout the IT lifecycle—Plan, Build, Manage, and Support—and helps them achieve the benefits of information lifecycle management. From strategic consulting to world-class management services, EMC helps companies of all sizes assess their business objectives to design and align an information infrastructure that reduces risk, lowers cost, and delivers business value. Furthermore, our worldwide solutions professionals have developed industry-leading tools and methodologies to deliver comprehensive implementation and integration services—from consolidation of current resources to a transformation of a multi-data-center environment. EMC delivers the value of your investment with a comprehensive portfolio of training and certification offerings—and as a four-time winner of the SSPA STAR Award for outstanding mission-critical support, we help you keep your information available 24/7 to deliver competitive advantage and drive revenue.



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Service Overview
H2319

Take the Next Step

Ask your EMC sales representative how EMC Event Service Packs can benefit your business and organization.